

DES/DoIT Software Ordering and Deployment – Current Process Mapping

Summary

Document the current process for software computers through Accounting and installing it on the correct user's PC



Using Lean Value-stream mapping, we were able to visually see and better understand the process. We identified opportunities for improvement for further evaluation and possible implementation.

Team

Sponsors:

- Susan Carlson

Participants:

- Candice Weingartner
- Ann Marie Martin
- Terri Sabbia
- Elaine Bolduc
- Muriel Lajoie
- Rob Cole
- Dave Cormier

Facilitators:

- Dean Robinson
- Sue Bergeron

Contact

- Kim Boone
- Candice Weingartner

The Process

We documented the computer software ordering process from when it reaches the COO to when the software is installed on the correct users' PC. We looked at the paper order process as well as the internal tracking, NH First and R&R systems.

The Problem

- Inconsistencies in who receives license keys and order confirmations.
- Requisition form has missing information
- Many entities involved in the process without an established formal policy

The Goals

- Document the procedure
- Create a common understanding of the computer software ordering process for the benefit of stakeholders and customers

The Lean Process

The event took place over three half days. With input from stakeholders and participants, we:

- Reviewed the goals of the project
- Mapped the current process using swim lanes.
- Reviewed the current swim lane maps and brainstormed bright ideas to be considered at a later time

The Results

The new process the team came up with has the following benefits:

- Software Keys/licenses will now be sent to a shared email mailbox
- Fifteen bright ideas to help improve the process
- Better understanding of the current process
- Great Lean training opportunity for all team members.
- Standardized the information sent to the Help Desk and Accounting for uniform software deployment and invoice payment.

